



Secretary Senior

\$2,153 - \$2,712 per month (range 33)

Opens: March 9, 2007

Closes: March 23, 2007

LOCATION: There is one **permanent** opening in Lacey with the Public Employees Benefits Board Division of the Health Care Authority. This is a permanent, full-time, overtime eligible position that is not covered by a union bargaining agreement.

WHO MAY APPLY: This recruitment is open to anyone who meets the **REQUIREMENTS**, and who most closely meets the **DESIRED QUALIFICATIONS**.

DUTIES: Processes correspondence for Appeals Manager's signature. Reviews correspondence for punctuation, grammar, spelling, format, and accuracy of program information. Monitors and tracks program process and mailing timelines (appeals, disabled dependents, rest assured letters, etc.). Processes monthly mailings for extended and disabled dependents by running reports and merging member data into letters. Screens Appeals Manager's phone calls and answers calls from members regarding basic PEBB eligibility, complaints process/status. Screens daily appeal website for correspondence that are not appeals related; and either responds to general program information, or forwards to staff for response. Inventories and orders PEBB supplies. Arranges for facilities and equipment maintenance and repair services for PEBB equipment. Opens and distributes mail to PEBB staff. Sends faxes and makes photo copies. Prepares correspondence and routes to agencies. Researches return mail for updated address information. Maintains PEBB Operations and Appeals Manager's calendars, makes appointments, and reserves rooms, prepares travel vouchers, and agendas for meetings. Provides Backup to Administrative Assistant 4, including processing PEBB leave slips, correspondence, phone calls, scheduling meetings, etc. Establishes, revises, and maintains desk manual for Secretary Senior position and electronic filing systems.

REQUIRED QUALIFICATIONS:

Interpersonal skills: Ability to get along well with others and exercise professionalism in all interactions.

Customer service skills: Experience in answering telephones, greeting visitors, and resolving routine customer inquires and/or complaints.

Time management skills: Ability to meet deadlines and multitask.

Software Knowledge: Knowledge of basic spreadsheets, basic databases, intermediate word processing, and internet.

Verbal and Written Communication: Ability to write clear, concise, and grammatically correct correspondence geared to different audiences; and know how to use all available modes of communication (voice mail, phones, e-mail) appropriately.

Confidentiality: Able and willing to maintain confidentiality of members' information and managers' activities.

Teamwork: Ability to work effectively in a team environment while maintaining confidential information.

Electronic Calendar: Ability to maintain electronic calendar for meeting planning purposes. This involves coordinating, scheduling, planning, prioritizing, and sometimes diplomacy.

Filing: Ability to establish, revise, and maintain manual and electronic filing systems, including the ability to alphabetize.

DESIRED QUALIFICATIONS:

Travel Arrangements: Ability to make travel arrangements.

PEBB knowledge: Knowledge of Public Employees Benefit Board (PEBB) program eligibility, WACs, policies, and rules.

In Addition, Candidates must be willing and able to:

- Work independently with little supervision
- Work Monday through Friday, five days a week during regular business hours.
- Learn new information
- Remain at a computer at times up to 70% of the workday in an office setting.
- Work with difficult people.
- Type 50 words per minute.

Application Process: Candidates may apply by submitting the following packet of information:

1. A letter of interest with a detailed description of your experience in all of the areas listed in the Qualifications section(s);
2. A Washington State application found at <http://www.dop.wa.gov/Resources/Forms/> listing names of employers, dates of employment, and degree(s) attained;
3. A minimum of three employment references, two supervisors and one peer or co-worker; (names and contact information)
4. The reference authorization form.

Applications must be received by 5:00 PM on March 16, 2007 to be considered for first review.

Mailing Address	Email Address and Fax	Contact Information
Health Care Authority Human Resources Office PO Box 42698 Olympia WA 98504-2698	Please use: <u>Secretary Senior</u> in the subject line hrrmb@hca.wa.gov Fax: (360) 923-2604	Patti Scherer-Abear (360) 923-2734 TTY: (360) 923-2703

REFERENCE AUTHORIZATION FORM

To Whom It May Concern:

I, _____, authorize the Health Care Authority to contact my current and/or previous employers and anyone else appropriate in establishing my qualifications for the purposes of verification and reference. I knowingly and voluntarily release the State of Washington Health Care Authority, its individual employees, and all my former or present employers and their individual employees, from any and all known and unknown claims for damages or other relief arising out of the department's request for and receipt of employment information, unless my current or former employer is prohibited by state or federal law from disclosing the information that the department requests. This authorization includes review of state employee personnel files.

Date _____ Printed name of applicant _____

Applicant's signature _____

Where did you hear about this job? HCA ☐ DOP ☐ Newspaper ad ☐ Mailing ☐ Associate ☐

NOTE: A photocopy of this information shall be as valid as the original

The Health Care Authority vigorously pursues diversity in the workforce. Women, racial and ethnic minorities, persons of disability, and disabled and Vietnam-era veterans are encouraged to apply. Persons of disability needing assistance in the application process may call the Health Care Authority Human Resources Office at (360) 923-2819 or TTY (360) 923-2703. Applicants needing this announcement in an alternate format should contact our ADA Coordinator at (360) 923-2805 or TTY (360) 923-2701.